

Branching Out...



AAA 7

Area Agency on Aging District 7, Inc.
Annual Report 2013

To Meet the Needs of Our Community

2013 State of the Agency

Dear Agency Partners and Friends,

On behalf of our Agency and network partners, we are delighted to present our 2013 Annual Report. Our theme this year, "Branching Out...to Meet the Needs of Our Community," certainly speaks of the ever-changing environment in which we are working and the opportunity we have to participate in programs that allow us to serve a variety of individuals beyond our traditional role.

Throughout the year, we continued to "branch out" with our Agency programs while increasing the number of individuals served and planting the seed for future progress.

This year was especially challenging and uncertain given the drastic changes to Medicaid programs at the state level; however, we knew this could lead us to new opportunities to serve. As we looked internally and externally at our program capacity, we felt poised to hit the ground running in anticipation of new ventures and opportunities.

In 2013, Ohio's 12 Area Agencies on Aging (AAA) created a for-benefit limited liability company named "Direction Home," which promotes independent living for older adults and people with disabilities. The purpose of Direction Home is to design, develop, finance and establish strategic partnerships with one or more organizations including hospitals, managed care organizations, Accountable Care Organizations, and nursing homes to provide contractual services to these and other entities. The goal is to enhance the quality of care for seniors and the disabled community. The AAA7 is enthused to join our fellow AAAs on this venture.

With our designation by the Ohio Department of Aging as an Aging and Disability Resource Network (ADRN), we continued to build new capacity to serve as southern Ohio's "Front Door." As a regional "Front Door," we assist our communities – all ages and populations – with information and resource options. Our future plan is to build that capacity and work with partners throughout our district in order to better identify those in need of services.

Also, in 2013, our Veteran Self-Directed Program (featured on Page 6) continued to grow and outpace similar programs across the nation. In fact, our program, one of 26 similar programs in the United States, went from being the largest rural program of its kind in the nation, to being now the largest program of its kind for both rural and urban areas. It's a program we are quite proud of for the difference it is making for the veterans and their families in our district. In 2013, we presented the Chillicothe Veterans Affairs (VA) Medical Center with our "Trailblazer Award" to recognize them for their work and partnership with us to make this program a success.

We joined the "STEADY U Ohio" collaborative in 2013 to help promote falls prevention across the state. The initiative, led by Governor John Kasich and the Ohio Department of Aging, encourages individuals to educate themselves and their loved ones about the risk of falls and fall-related injuries. Part of the STEADY U Ohio initiative included expanding access to "A Matter of Balance," an award-winning program our Agency provides to the community to help individuals manage falls risks and activity levels. It's one of our Healthy Lifestyle Programs (featured on Page 9) that we are excited to make available in our district.

In 2013, we also recognized 10 of our local nursing facilities with the "Partnership Award" for their work on our "Person-Centered Care" initiative which surrounds culture change, a national movement designed to transform the way we think about and provide care to individuals, whether they are living independently, in an assisted living community, or in a nursing home. The goal is to create a more home-like environment for individuals and promote the opportunity for them to direct their lives to the greatest extent possible. We appreciate the opportunity to work together with our local nursing facilities on this important initiative.

All in all, it was a very busy year filled with a variety of opportunities to position us where we can continue offering the high-level services upon which consumers, families, communities and our local/state/federal leaders have come to depend. In 2014, we are looking forward to the opportunity to "branch out" even further and see our traditional programs and brand new initiatives "blossom."



Pamela K. Matura
Pamela K. Matura
Executive Director



Deanna Tribe
Deanna Tribe
Board of Trustees
President, 2013

Mission Statement

Assisting individuals to maintain independence and personal choice by providing resource options and services.

Vision Statement

Our region will have access to available resources and services to provide older adults and at-risk populations choices in meeting their needs for health and well-being.



Area Agency on Aging
District 7, Inc.

The Area Agency on Aging District 7 is a private, non-profit, 501 (c) (3) corporation designated by the State of Ohio to be the planning, coordinating and administrative agency for federal and state programs in Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto and Vinton counties in southern Ohio. The services we provide help older adults and those with disabilities live safely and independently in their own homes through services paid for by Medicare, Medicaid, other federal and state resources, as well as private pay.

PASSPORT



Janet Tackett of Scioto County was enrolled in the PASSPORT program after a fractured femur gave her limited mobility. At the time of her

enrollment, Janet did not have running water in her Scioto County home, in addition to other concerns that made the trailer unstable.

Due to the major safety risks that existed in her home from an unstable foundation that was pulling the electrical wires, Janet's PASSPORT Care Manager helped her coordinate efforts from multiple resources, including community organizations and churches, to raise enough funds to stabilize the trailer on its foundation. Through the joined efforts, Janet was able to have running water available in her home and underpinning to protect pipes with assistance from the Minor Home Modification service through PASSPORT. In addition, a local church helped install a

ramp to assist Janet with easier access in and out of her home. The joined efforts created a much more stable and safe living environment for Janet.

Janet enjoys living in her own residence while receiving PASSPORT services including personal care, home-delivered meals, and an emergency response system.

PASSPORT (Pre-Admission Screening System Providing Options and Resources Today) connects families with information about the choices available in long-term care. For those who are Medicaid-eligible, in-home services can include personal care, homemaking, home-delivered meals, medical emergency response systems, medical transportation, adult day care, home medical equipment and supplies, and other services as needed.

"Without the help through the PASSPORT program and the community, I wouldn't have been able to stay in my home and would have had to go to a nursing home," Janet stated. "I'm thankful for all of the help from everyone."



Pictured is Janet's home before (top) and after (bottom).

PASSPORT Statistics

PASSPORT
New Enrollments in 2013: 974
Total PASSPORT
Census as of 12/31/13: 3,349
Total PASSPORT Consumers
Served in 2013: 4,248

Consumer-Direction

Joyce Redoutey has lived with her daughter and family for many years due to physical and behavioral health needs which left her unable to live independently. Joyce's daughter, Linda, has been her primary caregiver and has looked out for her mother's best interests to help her remain in their home just east of Otway, Ohio, in Scioto County.

Linda is a LPN and works as a home health nurse. She became interested



Joyce is pictured with her daughter, Linda (front), and her Independent Provider, Althea Jordan (standing at back).

in the Choices Waiver, now referred to as "PASSPORT Consumer-Direction," because she struggled to gain coverage through traditional PASSPORT provider agency services due to her very demanding work schedule. Consumer-Direction provided Linda the opportunity to direct her mother's care and hire Individual Providers (IPs) who could work the ever-changing schedule and consistently tend to her mother's needs.

Linda accepted all the responsibilities as the Employer of Record in her role as her mother's Authorized Representative. Linda developed schedules and ensured that time sheets were correct and submitted in a timely manner. In addition, she was responsible for hiring, supervising, and even terminating employees if necessary, as well as organizing all the necessary paperwork and filing.

While at work on February 14, 2011, Linda lost consciousness due to a brain

tumor which called for surgery and subsequent chemotherapy that lasted about a year. Despite her unstable health, Linda was able to continue as her mother's Authorized Representative to ensure that her mother had appropriate care at their home. As Linda needed more care for her mother since she was greatly limited with what she could do, arrangements were made that provided additional service hours for Joyce's personal care, in addition to the hiring of another IP and help from a provider agency.

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Consumer-Direction Statistics

Consumer-Direction
New Enrollments in 2013: 50
Total Consumer-Direction
Census as of 12/31/13: 287
Total Consumer-Direction
Consumers Served in 2013: 351

Assisted Living.....

Harold and Charles, better known as Charlie, began their friendship as roommates at Ohio Valley Manor's (OVM) nursing home 10 years ago. Harold came to OVM needing more care and did not have family or resources to help him continue his living in a community setting. Charlie moved to the nursing home not long after his wife passed. After becoming very ill, his doctor felt he could benefit from a nursing home setting.

Harold and Charlie did fare better in the nursing home as they had staff providing all their care and health needs; however, when both men became aware of the new Assisted Living Waiver (ALW) wing at OVM, they thought this option might work better for them. After assessments found them both eligible for ALW services, OVM accepted their referral and they began a new journey at the facility, located in Brown County.

Neither Harold nor Charlie had any furniture or the necessary items to set up an apartment in the Assisted Living wing. Funds were provided to both gentlemen through Community Transition Services (CTS) to help them gain the necessary items. Staff from OVM assisted both with shopping for their new home.

Harold and Charlie have lived successfully with the Assisted Living Waiver since October 2012. Charlie shared his experience..."I can't tell you how good the people are to me and how good they take care of me. Not just one, but all of them. I doubt if you'd find a finer place to live in the state of Ohio. They give me my medicine, feed me, keep the apartment clean, wash my clothes, shop for me, and make sure I see the doctor."

Since the passing of his wife, Charlie only has friends to visit him and enjoys being able to go out to lunch with them. Charlie appreciates the freedom he has to come and go from the facility..."It is like living in your own apartment in the community."

Harold reflects good things about the help and care at OVM as well. He shares that, "I like it better here than the nursing home because I can do what I want when I want. If I ask to be left alone so that I can rest or watch TV in my room, they leave me alone. When I need help, they're there to help. They help me stay clean, dressed, and keep the apartment clean. I eat the meals in the dining hall and really enjoy living here." Harold has only one adult relative and relies on the care provided to him at



Pictured is Charlie (left) and Harold (right).

OVM. He enjoys how the staff respects him and treats him well, too. Harold is not able to write legibly, so he also has help from staff to assist him when he pays his bills, and they also help him with his shopping.

The Assisted Living Waiver has provided a grand opportunity for Harold and Charlie to age together as friends in the place they call home.

Assisted Living Statistics

Assisted Living
New Enrollments in 2013: 90

Total Assisted Living Census
as of 12/31/13: 224

Total Assisted Living Consumers
Served in 2013: 318

Aging and Disability Resource Network

The Aging and Disability Resource Network (ADRN) of the Area Agency on Aging District 7 (AAA7) continued to reach out throughout 2013 forming new relationships with community partners and eagerly building on the already strong relationships established.

In late 2013, the AAA7 learned that the Ohio Department of Medicaid had been awarded the new Balancing Incentive Program (BIP) through the Affordable Care Act. In short, the BIP will create tools to provide greater access to home and community-based long-term care services and supports, facilitate person-centered assessment and care planning, and enhance quality measurement and oversight.

The creation of the BIP brings about changes for our ADRN, also known as our "Front Door." Through the BIP,

the Ohio Department of Medicaid will create a statewide toll-free number, a comprehensive website, and a series of No Wrong Door/Single Entry Points throughout Ohio's aging and disability networks. The Area Agencies on Aging will serve as the lead agencies for the BIP, and the Single Entry Points will be our partners, providing referrals and assisting consumers through the toll-free number and website. Our ADRN will work closely with the Single Entry Points to provide information to the community regarding resources and options that can best serve them. This new initiative is expected to "go live" between January 2015 and July 2015.

In November 2013, Connie Montgomery, RN, became the Director of the Aging and Disability Resource Network at the AAA7. Connie has been employed with the AAA7 since

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Pictured is staff of the Aging and Disability Resource Center at the AAA7, including, seated, left to right, Rebekah Greenlee, LSW; April Smith, RN; and Laura Frazier, LSW. Standing, left to right, are Kristy Bowman; Connie Montgomery, RN; Jackie Corn, LSW; Sharon Moles, RN; and Holly Moody. Not pictured are Kay Allbright, LSW; and Dottie Esque, RN.

Community Care Transitions Project

In 2012, the Southern Ohio Community Care Transitions Project (CCTP) was approved by the Centers for Medicare and Medicaid Services (CMS) and joined approximately 30 similar projects nationwide providing care transition services to Medicare Fee-for-Service (FFS) patients in our area. In 2013, there were around 100 teams participating in the project.

The project, which is made available through the Affordable Care Act, is a collaboration between three Area Agencies on Aging (AAA) - District 7 in Rio Grande, District 6 in Columbus, and District 8 in Marietta. Five area hospitals also partner in this project including Adena Medical Center in Chillicothe, Fairfield Medical Center in Lancaster, Holzer Health System in Gallipolis, Marietta Memorial Hospital in Marietta, and Southern Ohio Medical Center in Portsmouth.

The Area Agency on Aging District 7 continues to use the Coleman Model, designed to follow patients through their transition from hospital to home for the first 30 days post-discharge. The patient is identified at the hospital and visited by a Care Transitions Coach (one of the AAA employees) to discuss discharge planning, be introduced to

their own personal health record, and schedule a home visit shortly after discharge. The ultimate goal is to help prevent readmission back to the hospital. The intervention is designed to empower individuals to be more knowledgeable and involved in their healthcare and treatment.

The Southern Ohio Community Care Transitions Project is a two-year project with the potential of an extension of three additional years. Goals are clearly defined by CMS. The expected goal for the Southern Ohio CCTP is to have 313 individuals enrolled, eligible and served, including a home visit where the intervention has the most impact. The Southern Ohio CCTP also looks to decrease all-cause readmissions within 30 days discharge by 20 percent. In 2013, the Southern Ohio team met these goals. Throughout the year, they overcame many challenges, reviewed processes, and created systems for continuous quality improvement. Hospital partners also made changes to their discharge planning processes with positive results noted.

The Area Agency on Aging District 7 is proud to work with our fellow AAAs and partner hospitals on this project.



Kay Allbright, LSW, (pictured right), Community Care Transitions Coach from the AAA7, works with the Care Transitions Hospital Champion at Holzer Health System, Teresa Remy Delty, D.Sc., MHA, LNHA, BSN, RN, Vice President of Post Acute Care Services.

Care Transitions Statistics

Reduction in 30-Day Readmission Rate Among CCTP Participants (Baseline vs. August-October 2013): 33.9% to 13.36%

Reduction in 30-Day Readmission Rate Among All-Cause Medicare FFS Beneficiaries (Baseline vs. August-October 2013): 21.6% to 18.2%

ADRN continued from page 4...

September 2001. Prior to her role as the ADRN Director, she was the Organizational Development and Data Manager where she managed the newly formed Data Team and led many of the Agency's quality improvement activities as they related to the LEAN process.

Through continued process changes, technological improvements, and an increase in staff, the Aging and Disability Resource Center has made significant progress throughout the year and ended 2013 on a positive note.

Resource Center Statistics

Pre-Admission Reviews Completed: 8,117

Information and Referral Contacts: 10,254

Assessments Completed: 3,840

Consumer-Direction continued from page 3...

As Joyce's health has declined over the years, she is no longer able to pivot or provide any support for her transfers or mobility. A Hoyer Lift is used for any transfers and she is typically cared for in her hospital bed. To better provide care for her terminal Alzheimer's, Joyce was enrolled in hospice. Between Joyce's daughter, the PASSPORT Consumer-Directed option, and hospice, Joyce is able to stay at home. She is able to watch the birds and wildlife from her window, and have daily interaction and care from her family. Joyce is aging in place where she wants, at home with her family.

Linda has always expressed her thanks for all the services and supports provided to her Mom. Linda stated, "I had to work full-time and could not leave my Mom alone. I have very little family to help support my Mom's significant care needs. Having Mom enrolled with PASSPORT Consumer-Direction answered my prayers. The IPs have provided the best quality of care for my Mom. During my illness and cancer recovery, I could rely on consistent caregivers so that my Mom wouldn't have to worry about her care. It means so much to have access to these types of services in our rural area so that we can care for our aging parents at home, where they feel safe and secure. All that we've received has exceeded my expectations. I am thankful for the team effort between my Mom, myself, and AAA7 to continually work on plans and services to keep her at home."

Older Americans Act Programs

The federal Older Americans Act (OAA) funds support a local senior service network throughout the 10-county region that provides a variety of community-based services for individuals age 60 and older. Multi-purpose senior centers, community action agencies, and other organizations delivered services on a daily basis to over 3,700 older adults, enabling them to remain in their own homes. The \$1.45 million in OAA funding leveraged over \$1.4 million in local match that supported senior service delivery, along with client contributions and federal Nutrition Services Incentive Program dollars.

In 2013, the much-needed services delivered included:

- 109,080 congregate meals
- 109,070 home-delivered meals
- 316,138 miles of transportation consisting of 21,800 one-way trips of transportation
- 9,333 hours of homemaking
- 10,128 hours of personal care
- 1,212 hours of legal assistance
- 1,176 days of adult day services

Veteran-Directed Program

Veteran-Directed Home and Community-Based Programs are operational in 26 states nationwide. In Ohio, the program is known as the Veteran-Directed Program. The Chillicothe Veterans Affairs Medical Center (VAMC) is the only medical center in Ohio currently operating this self-directed care program for veterans. Through a partnership with the Area Agency on Aging District 7, the program began in June 2012, and in 2013, it was the largest program of its kind in the nation having enrolled 96 veterans. The end of the year saw 70 veterans actively enrolled in the program. Through this successful program, veterans can receive the services they need, when and how they want them, and in their own homes which has allowed veterans to have improved physical and mental health. Ninety percent of veterans enrolled in the program feel the program is allowing them to remain at home and out of a nursing home, and 74 percent feel it has improved their health and quality of life.

Dwight Davis, 92, who served in World War II as a staff sergeant in the Army, enrolled into the program in mid-2013 after some time in a nursing home for a blood infection which nearly took his life. Dwight also has Alzheimer's disease and macular degeneration. His wife Bette, 88, had been in and out of the hospital for heart problems brought on by stress and was not sure she was going to be able to provide all the needed care for her husband.



Dwight and Bette Davis

Mrs. Davis hired a part-time caregiver, but the expense was quickly adding up. This is when a social worker at the Chillicothe VAMC referred Dwight to the Veteran-Directed Program. Through the program, Dwight receives 51 hours of personal care a week and as Bette shares, "He has gotten better and so have I and life has blessed us. This program from the VAMC is an added measure to what God has already given us."

The Veteran-Directed Program has enabled this family to remain independent at home, decreased caregiver stress, and allowed both the veteran and his spouse to improve their health, safety and quality of life.

Medicare Prescription Assistance

Assisting eligible individuals with Medicare prescription benefits is a service the Area Agency on Aging District 7 (AAA7) provides through the Medicare Improvements for Patients and Providers Act (MIPPA) grant from the Ohio Department of Aging. This project provides outreach to and enrollment assistance for individuals who may be eligible for the Low-Income Subsidy and/or Medicare Savings Program, as well as other Medicare premium assistance programs.

Low Income Subsidy (LIS), or "Extra Help," is a discount plan that can: lower prescription co-pays; cover all or part of an individual's Medicare Part D monthly premiums; or eliminate the "doughnut hole" of coverage for medications. To be eligible for "Extra Help," income guidelines and qualifications must be met, and the AAA7 can help individuals determine eligibility and provide assistance with the application process.

Each year, our Agency conducts outreach to our communities in order to better identify who might be eligible for the "Extra Help" program as there are a large amount of individuals who are eligible, but currently not receiving the benefit. In 2013, 87 people, who called the AAA7 to inquire about the program, learned they were eligible and all combined were able to save a total of \$221,877, for an average savings of \$2,550 per person.



Regional Long-Term Care Ombudsman Program

The Area Agency on Aging District 7's (AAA7) Regional Long-Term Care Ombudsman Program (RLTCOP) staff and volunteers serve as advocates for our region's long-term care consumers. Ombudsmen are the ones in southern Ohio who protect the rights of long-term care consumers by promoting person-centered care and client choice, as well as quality care and services.

In 2013, the RLTCOP spent 6,102 hours serving over 12,000 consumers in direct advocacy services, handling over 262 complex complaints and numerous uncomplicated complaints, as well as working with 39 Home Choice consumers as Transition Coordinators, transitioning residents from nursing homes into the community. Of the 262 complaints, 74.4 percent were verified and resolved to the client's or complainant's satisfaction. Ombudsmen were also timely in their response to complaints, averaging 1.5 days from the day the complaint was received to the day the investigation began.

The source of complaints came from various individuals and groups including: residents/consumers, families, friends, legal representatives, ombudsmen, visitors, hospitals, AAA Resource Center, provider staff, anonymous sources, etc. The top five complaints for 2013 included: Home Choice transitions; discharge planning and evictions; personal property lost, damaged or stolen; personal hygiene; and accidents/falls.

In 2013, Volunteer Ombudsman spent 1,602.7 hours advocating on behalf of nursing home residents by visiting their assigned homes on a regular basis; educating residents,

families and staff about person-centered care; handling simple complaints; and working with staff Ombudsman on more complex concerns.

With grant funding from the Ohio Department of Aging, the AAA7 RLTCOP worked with ten area nursing homes to promote Person-Centered Care (PCC) from January 1 through September 30, 2013. PCC promotes placing the resident first and a culture change from traditional/institutional care to a "real home." These homes worked with the RLTCOP on a year-long journey of PCC change and were exceptional in their innovation, in the way care was delivered, the environment/spa-like bathrooms, meal options, activities, and much more.

In October 2013, the AAA7 RLTCOP received another year of funding from the Ohio Department of Aging to promote Person-Centered Care in nursing homes. Five area nursing homes were chosen to work with the RLTCOP on another year-long project of culture change and transformation. In November and December of 2013, Staff Ombudsmen, as well as

Volunteer Ombudsmen, met with the administrative staff of the five homes to educate them about the project and lay the groundwork for their year-long journey including the development of PCC Committees in each home to lead the transformation. Committee members were recruited and included residents, ombudsmen, certified nursing assistants, LPNs, RNs, nursing home administrators, as well as housekeeping, dietary and activity staff. Ombudsmen worked with the five committees to develop year-long staff training schedules with the RLTCOP, providing on-site PCC training to the nursing home staff.



Ombudsman Debbie Collier speaks with a resident from Country Living Assisted Living in Scioto County.



BEFORE



AFTER



River's Bend Health Care in Lawrence County participates in the Person-Centered Care project. Pictured here are before and after photos of semi-private rooms that were converted into private rooms at the facility.

Home Repair Program

In 2013, the Area Agency on Aging District 7, Inc. (AAA7) continued to address the sub-standard housing conditions of older adults living in our ten-county region. Funding for the two-year cycle, which began March 1, 2011, and ended April 30, 2013, was awarded through the Ohio Department of Development's Housing Assistance Grant program. The State of Ohio Housing Trust Fund provides funding for many housing related issues, including home repair and accessibility modifications. The AAA7 was able to leverage over \$150,000 in matching funds during a time when available funds were sinking rapidly. We continued working closely with over 50 qualified contractors throughout the district.

During the grant, the AAA7 completed work on 62 dwellings assisting 95 beneficiaries. The units represent 109 separate types of work within the projects: nine roof repair/replacement, 26 plumbing, 32 heating units, two electrical, 10 structural issues, six accessibility issues, and 24 other types of repairs. Most dwellings had multiple concerns that needed addressed.

In March of 2013, AAA7 was awarded another Housing Assistance Grant through the Ohio Department Services Agency in the amount of \$315,000. This grant period is for two years ending April 30, 2015. Through the end of the six-month reporting period in October 2013, the AAA7 program had already worked on 16 units, completing 29 separate types of work: one roof repair/replacement; six plumbing jobs; eight heating units; two electrical jobs; three accessibility jobs; and nine other types of jobs.



Service Coordination

The Area Agency on Aging District 7, Inc. (AAA7) provides Service Coordination at three sites in the region: McArthur Park in Vinton County, Hurth Apartments in Scioto County, and Glendale Apartments in Adams County. Service Coordination offers a link between residents and the community, assisting residents with needed services to enhance their quality of life.

Hurth Apartments resident, Donna Thompson, 71, who has heart disease and depression, describes how having a Service Coordinator at her apartment complex actually allowed her to remain in her home.

She says, "I love my dogs (Lucky and Chacha), and they are like my children. They make sure that I venture out of my apartment several times a day to walk them, and are very glad to see me when I come home. The exercise of walking my dogs has decreased my blood pressure, helped me build up strength in my legs, and allowed me opportunities to meet people I might not have had the chance to. Without the help of the Service Coordinator, I would have had to give up my beloved pets or move from

the apartment because of a mandatory rule concerning pets and vaccinations. I was not sure what I would do as I have no available transportation, and several residents were faced with this same challenge.

The Service Coordinator arranged for a local veterinarian to come to the apartment building and provide their services at a minimal cost for all the residents in the building. Through the help of the Service Coordinator, we were all able to remain in our homes and keep our families together. The Service Coordinator also schedules informative speakers, helps residents with understanding their medical bills, and is always willing to make phone calls on our behalf to resolve issues."



Donna Thompson and her beloved pups, Lucky (left) and Chacha (right).

Care Coordination

The Care Coordination Program is available through the Area Agency on Aging District 7 (AAA7) and funded through the State of Ohio Community Services Block Grant. It offers consumers the choice of traditional or self-directed service options.

Caroline Spires has chosen the traditional service delivery method and receives four hours of personal care every week. Caroline, age 91, shares that the program has been a blessing to her and is so thankful to receive the services as she wants to remain independent in her own home.

Caroline is wheelchair-bound and has accepted that there are some things she just cannot do on her own. She says, "I am so appreciative of the services the workers provide. It allows me to keep my home in an orderly manner and gives me a sense of well-being knowing that my needs are met and that my home is maintained. I also enjoy the socialization of having the workers

come; it breaks the monotony of my days as I am unable to go out very often."

Caroline continues to read, paint and recite poetry she has written. Her church group comes to her home allowing her to remain a part of the church.

Through the assistance of the Care Coordination Program, her daughter, other friends and family, and her church, Caroline is able to remain independent and active living in her own home.

In 2013, the Care Coordination Program served 83 consumers through traditional-based care and nine through the self-directed service option.



Caroline Spires is pictured in her home. Some of the beautiful artwork she has painted is hanging on the wall behind her.

Healthy Lifestyle Programs



Judy at home with her sweet puppy, Missy.

Healthy Lifestyle Programs can help individuals take control of their lives and better manage health conditions. The Area Agency on Aging District 7 (AAA7) offers two evidence-based programs that provide health benefits and promote disease prevention. Both programs are offered through community initiatives with trained coaches or leaders offering classes throughout the district.

A Matter of Balance is an educational program that teaches practical strategies to reduce the fear of falling and increase activity levels. Participants learn to view falls as controllable, set realistic goals, change their environment to reduce risk factors, and exercises to increase strength and balance.

The Chronic Disease Self-Management Program (CDSMP) helps adults gain confidence in their ability to manage symptoms and understand how their health problems affect their lives.

The program emphasizes their role in managing their illness and building self-confidence in order to be successful in adopting healthy behaviors.

Judy Rhoden attended the Chronic Disease Self-Management Class in her community. She says, "When I came to the program, I was totally overwhelmed trying to deal with the diseases I have and was suffering from extreme anxiety. In the classes, I learned to take one matter at a time rather than look at it whole. By using the tools I learned in the classes, I am now able to control my anxiety and not become so overwhelmed. I think the tool box of ideas was the most useful part of the class...it has helped me manage my weight and make a plan for exercising. The weekly action plans helped me accomplish the things I had been delaying and the decision-making process helped me make major decisions that I needed to."

Judy benefitted from the classes and feels so strongly about their ability to help people that she is interested in becoming a leader to teach the classes in her community. In 2013, AAA7 trained nine leaders to teach CDSMP and 26 coaches to lead Matter of Balance classes.

Senior Farmer's Market Program

In 2013, the Area Agency on Aging District 7 (AAA7) received a \$10,600 grant, in cooperation with the United States Department of Agriculture and the Ohio Department of Aging, to provide vouchers to eligible seniors living in Ross County to purchase fresh fruit, vegetables, honey and herbs from authorized farmers at the Chillicothe Farmer's Market. Partnering with AAA7 in this continuing venture was The Ohio State University Extension Service at the South Centers in Piketon, Ohio, and the Ross County Committee for the Elderly. The program worked with 10 farmers to serve 212 individuals. Again this year, the most popular items were fresh berries and tomatoes. AAA7 successfully submitted an application to continue the program in 2014.



National Family Caregiver Support

In Ohio, family caregivers provide the equivalent of \$14.2 billion dollars of care each year to their spouses, children, parents, grandchildren, other relatives, friends and neighbors. According to the National Family Caregivers Association, more than 90 percent of people who recognize themselves as caregivers become more proactive, reach out for help, and provide better care as a result.

This is how the Caregiver Support Program came to know Amy Crawford when she reached out for assistance in caring for her parents in 2010. Amy's mother became terminally ill and passed away in 2012, but Amy continues to care for her 77-year-old father, Walter.

Amy shares, "It's quite the energy-zapper being the caregiver for my 77-year-old father, working full-time, and running my own home. The respite

care provided by the Area Agency on Aging District 7 (AAA7) has been a tremendous asset for me. I love the extra set of hands and eyes! Donna, the worker from the Caregiver Support Program, even checks Dad's blood pressure once a week, which is important for someone who has survived two heart attacks and open-heart surgery. After Dad fell a few times at home, once that required stitches, Donna cleared some much-needed space for him so that he can move around the house safely, whether with his cane, walker or wheelchair. Donna also helped clear out my Mom's clothing, which was too emotional and heart-breaking for me to do on my own. She also provides much needed socialization for Dad and he likes to entertain her with his stories. Donna will cook him lunch, run errands, do laundry, and clean the house. Dad often

says he doesn't know what he would do without his girls (me and Donna)! The assistance Donna provides weekly also allows me to recharge so that I can be a better caregiver, and for that, I am extremely grateful."

The Caregiver Support Program offers counseling, caregiver training, and information and assistance to family caregivers. In 2013, the program provided 6,801 hours of personal care, 217 hours of adult day service, and provided mass outreach information to over 500 caregivers.



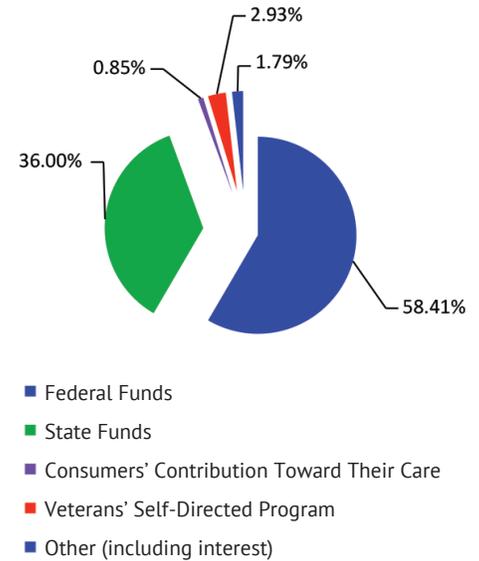
Walter and Amy Crawford

Revenue and Expenses

REVENUE AND SUPPORT

	2012	2013
Federal Funds	\$31,360,610	\$29,827,755
State Funds	\$18,851,222	\$18,385,859
Consumers' Contribution Toward Their Care	\$542,339	\$436,139
Veterans' Self-Directed Program (New in 2013)		\$1,498,699
Miscellaneous (including interest)	\$709,088	\$916,567
TOTAL	\$51,463,259	\$51,065,019

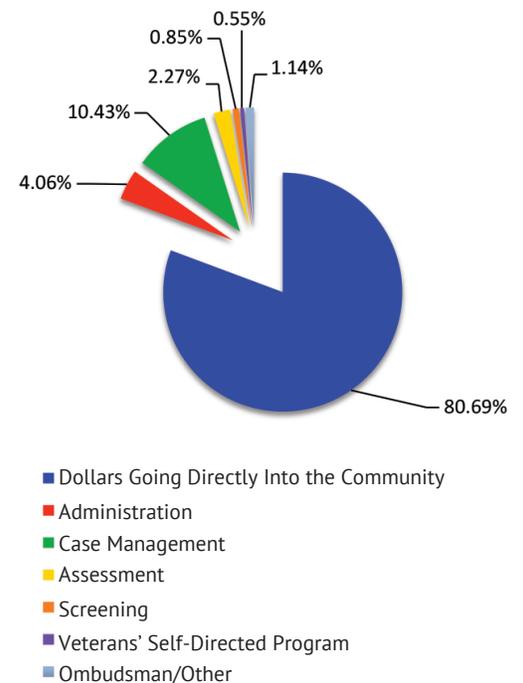
REVENUE AND SUPPORT 2013



EXPENDITURES

	2012	2013
Direct Service Operations	\$42,121,063	\$41,240,079
Administration	\$1,902,991	\$2,077,506
Case Management	\$5,572,352	\$5,333,460
Assessment	\$976,283	\$1,160,264
Screening	\$448,353	\$435,793
Veterans' Self-Directed Program (New in 2013)		\$280,181
Ombudsman/Other	\$510,429	\$584,599
TOTAL	\$51,531,471	\$51,111,882

EXPENDITURES 2013



Change in unrestricted net assets	(68,212)	(46,863)
Unrestricted net assets, beginning of year	\$1,404,115	\$1,335,903
Unrestricted net assets, end of year	\$1,335,903	\$1,289,040



AAA7 Service Providers 2013

A

A&L Home Care and Training Center
 Abbott Home Care, Inc.
 Accent Care Home Health of California, Inc.
 Accent Health Care
 Access to Independence
 Activstyle, Inc.
 ADT Security Services, Inc.
 Adams-Brown Counties Economic Opportunities, Inc.
 Adams County Senior Citizens Center
 Adena Health System
 Advantage Home Health Care, Inc.
 Allcare Home Health, LLC
 Alli Home Health Care
 Alliance Home Health, LLC
 Alternative Home Care
 Altimate Care, LLC
 Alzheimer's Association of Central Ohio
 Alzheimer's Association of Greater Cincinnati
 American Nursing Care
 Assurity Home Health PASSPORT Services, LLC

B

B&B Mobile Food and Catering
 Beaver Produce Acres
 Bed Bug Burners, LLC
 Best Care Nursing and Rehab
 Best Choice Home Care
 Blessed at Home Health Care, LLC
 Boomers Medical Equipment
 Brown County Senior Citizens Council, Inc.
 Buckeye Home Health Care

C

Cambridge Home Health Care
 Care Companions of Ohio
 Caring Hands Home Health Care
 Cardiopulmonary Care, Inc.
 Close to Home III
 Clossman Catering, LLC
 Comfort Home Care
 Comfort Keepers/CK of Cincinnati, Inc.
 Community Action Committee of Pike County, Inc.
 Community Action Organization of Scioto County, Inc.
 Community Choice Home Care, Inc.
 Community Home Health Care, Inc.
 Constance Care
 Cory Farms
 Country Living Assisted Living
 Country Living Home Care, LLC
 Critical Signal Technologies

D

Dave and Brenda's Catering, LLC
 Daybreak
 Dhulmar Transportation
 Duraline Medical Products

E

Elliott's Farm, Inc.
 Everyday Home Care, LLC

F

Family Senior Care, Inc.
 Fosterbridge, Inc.
 Frontier Community Services
 FRS Transportation

G

G&P Meals and Transportation
 Gallia County Council on Aging
 Genesis Respiratory Services
 Guardian Medical Monitoring

H

Hallmark Health Care, Inc.
 Hart's Home Health Care
 Heritage Square Assisted Living
 Highland County Community Action Organization, Inc.
 Highland County Senior Citizens Center
 Hill View Retirement Center
 Hirsch Fruit Farm, Inc.
 Holzer Assisted Living - Gallipolis
 Holzer Assisted Living - Jackson
 Holzer Extra Care
 Home Care Delivered, Inc.
 Home Helpers
 Hometown Medical Supplies, Inc.
 Home Care Network, Inc.
 HomeSense Enterprises, LLC
 HomeSite Home Health Care
 Hope Home Care

I

Incare Adult Day Health Services
 Incare Health and Wellness
 Interim HealthCare of Portsmouth
 Interim Homestyles of Greater Cincinnati
 Ironton-Lawrence Community Action Organization

J

Jackson County Board on Aging, Inc.
 Jenkins Memorial Assisted Living

K

Kelley Med Care, Inc.
 Kendall Home Care, Inc.
 Kinnikinnick Gardens

L

Leading Respiratory Care
 Legal Aid Society of Cincinnati
 Liberty Village Senior Communities, Inc.
 Life Alert Emergency Response, Inc.
 Life Care Home Health
 Lifeline Systems Company
 Littleton Homecare Supply, Inc.
 Lorraine Surgical Supply Inc.

M

Maxim Healthcare Services, Inc.
 Medi Home Care
 Medscope America Corporation
 Milt's Termite and Pest Control
 Minford Retirement Center
 Mom's Meals

N

Nina's Health Care Agency, LLC

O

Ohio State Legal Services
 Ohio Valley Home Health, Inc.
 Ohio Valley Manor Birch Place Apartments
 Ohio Valley Manor Home Health
 Ohio Pest Control, Inc.

P

Personal Home Assistance, LLC
 Personal Touch Home Care of Ohio
 Pro Nursing and Health Services, Inc.

R

Retired and Senior Volunteer Program of the Ohio Valley
 Ross County Committee for Elderly, Inc.
 Ross County Home Health

S

Scioto Paint Valley Transportation
 Senior Homecare Unlimited, LLC
 Silver Maple Farm
 Sodexo Operations
 Southern Ohio Communications Services, Inc.
 Special Touch Home Care LLC
 Spradlin Farms
 Staker's Service Drugs, Inc.
 STAT Home Health and Nursing Care, Inc.
 Sunnybank Farm

T

TLC Assisted Living Services, Inc.
 Traditions at Bristol Village
 Traditions of Chillicothe
 Traditions of Hopeton Village
 Transportation 4 You, LLC
 Tub Cutter
 Twin Maples Home Healthcare

U

Ultimate Health Care, Inc.
 United Scioto Senior Activities, Inc.
 Unity 1 Home Healthcare, LLC

V

Vinton County Health Department
 Vinton County Senior Citizens, Inc.
 VRI

W

Walker Construction
 Way Farms, LLC
 Welch Farms, LLC
 Wise Medical Staffing, Inc.

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Area Agency on Aging District 7, Inc.

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